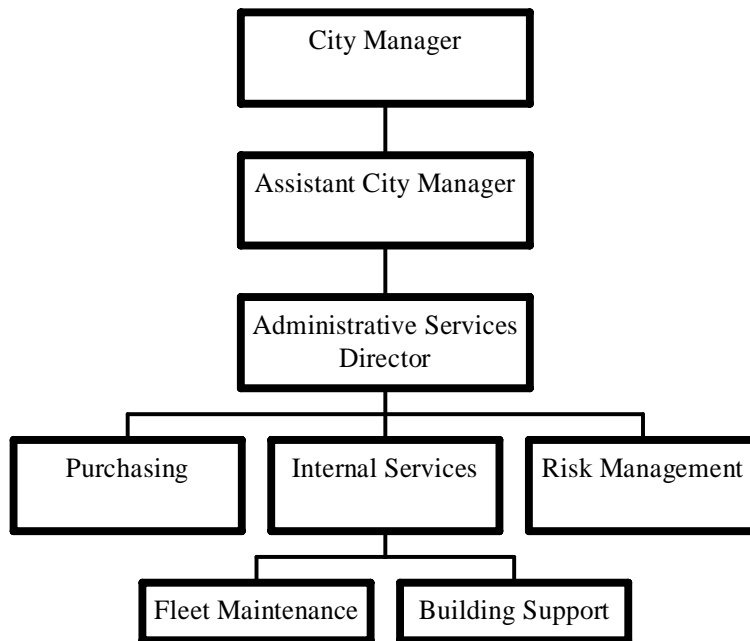


# ADMINISTRATIVE & INTERNAL SERVICES

## Mission

*Use available resources, ethical principles, and professional practices to deliver superior and responsive internal services to City customers while maximizing effectiveness and minimizing costs in the areas of facilities management, fleet services, public procurement, and risk management.*



**CITY OF SUGAR LAND**  
**ADMINISTRATIVE & INTERNAL SERVICES**

**SUMMARY BY PROGRAM**

	FY 04/05 Actual	FY 05/06 Current Budget	FY 05/06 Projections	FY 06/07 Base Budget	Program Enhance- ments	FY 06/07 Budget
Purchasing	\$ 242,457	\$ 366,726	\$ 357,937	\$ 375,184	\$	\$ 375,184
Risk Management	427,699	477,951	484,286	495,914		495,914
Fleet Maintenance	263,748	267,248	267,332	386,227		386,227
Building Support	1,303,842	1,818,604	1,819,436	2,014,880		2,014,880
<b>TOTAL EXPENDITURES</b>	<b>2,237,746</b>	<b>2,930,529</b>	<b>2,928,991</b>	<b>3,272,205</b>		<b>3,272,205</b>

**SUMMARY BY TYPE**

	FY 04/05 Actual	FY 05/06 Current Budget	FY 05/06 Projections	FY 06/07 Base Budget	Program Enhance- ments	FY 06/07 Budget
Personnel Services	\$ 739,262	\$ 903,448	\$ 903,427	\$ 1,067,632	\$	\$ 1,067,632
Operations & Maintenance	1,055,157	1,578,568	1,570,425	1,707,873		1,707,873
Capital	51,650	37,613	37,613	85,800		85,800
Other Requirements	391,677	410,900	417,526	410,900		410,900
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,237,746</b>	<b>\$ 2,930,529</b>	<b>\$ 2,928,991</b>	<b>\$ 3,272,205</b>	<b>\$</b>	<b>\$ 3,272,205</b>

## **PURCHASING**

### **SERVICES PROVIDED**

#### **Purchasing Administration**

Responsible for administration of City purchasing activities in compliance with state statutes and City policy and ensure that the City is getting the best value for the purchase of goods and services.

#### **Contracts**

Review contracts for compliance with federal, state and local laws and City policies and procedures.

#### **Competitive Bids/Proposal**

Ensure compliance with City policy and competitive bidding laws and getting the best value for the City.

#### **Disposal of City Property**

Determine best method of disposal of City property in accordance to state law. Conduct on-line public auctions for disposal of surplus, obsolete, abandoned, and confiscated personal property.

#### **Telecommunications**

Purchase telecommunication services and devices for all City departments in a manner that obtains the best value for the City. Administer contracts, monitor usage, and strategically plan for growth while accounting for changing technology.

### **SERVICE LEVEL STANDARDS**

- Process purchase requisitions and issue purchase orders.
- Review purchase requisitions for reasonableness and appropriateness prior to approval. Check for proper back-up documentation, account coding and available funding.
- Monitor and analyze spending trends of departments, identify and promote opportunities for cooperative purchasing, aggregate purchasing and competitive bidding.
- Ensure precise and clear scope of work, proper signature authority, terms and condition, justification and responsible purchase, funding availability, correct account uses, insurance requirements, type of contract used and appropriate backup documentation.
- Track contracts that are being routed and ensure timeliness of delivery to departments.
- Assist departments and vendors with any question regarding contract preparation, requirement, terms, and conditions.
- Critique bid specifications for reasonableness, prepare bid documents, conduct pre-bid conferences and sealed bid openings.
- Issue legal notice and publish online notification of bids and proposals.
- Communicate with potential vendors regarding scheduling of pre-bid conferences and bid packages.
- Coordinate and facilitate the City's online auctions throughout the year in an effort to maximize the City's return on auctioned items.
- Ensure employees receive proper telephone and pager services in accordance with policy, monitor usage to ensure cost effective plan usage.

**CITY OF SUGAR LAND**  
**ADMINISTRATIVE & INTERNAL SERVICES**  
**PURCHASING - 120502**

	FY 04/05	FY 05/06	FY 05/06	FY 06/07	Program	FY 06/07
	Actual	Current	Projections	Base	Enhance-ments	Budget
		Budget		Budget		
<b>EXPENDITURES</b>						
Personnel Services	\$ 215,494	\$ 269,249	\$ 269,249	\$ 291,759		\$ 291,759
Operations & Maintenance	26,963	97,477	88,688	83,425		83,425
Capital						
<b>TOTAL EXPENDITURES</b>	<b>\$ 242,457</b>	<b>\$ 366,726</b>	<b>\$ 357,937</b>	<b>\$ 375,184</b>		<b>\$ 375,184</b>

	04/05	05/06	06/07
	Budget	Budget	Budget
<b>STAFFING - FTE</b>			
Administrative Services Director	1	1	1
Buyer I	2	2	2
Purchasing Manager		1	1
Executive Secretary			1
Senior Secretary		1	
Administrative Assistant	1		
Part-Time Clerk	0.25		
<b>Total for Program</b>	<b>4.25</b>	<b>5</b>	<b>5</b>

**KEY PERFORMANCE INDICATORS**

**Number of:**

	04/05	05/06	05/06	06/07
	Actual	Budget	Projections	Budget
Purchase orders processed	6,760	6,760	6,637	6,000
Internal quality of service surveys completed	45	30		45
Training sessions held	3	10	20	20
Employees attending training	39	90	209	150
Bid/proposal documents processed	29	30	38	38
Transaction online auction	45	235	169	200
Number of contracts processed			700	600
Funds recovered from online auction	\$ 42,871	\$ 36,000	\$ 65,701	\$ 70,000

**Percent of:**

Purchase orders issued within 1 day of requisition approval	76%	80%	52%	70%
Internal surveys that rated purchasing service as good or excellent	71%	80%		75%
Contracts reviewed within 3 business days	62%	75%	56%	75%
ITB documents advertised on original date projected	83%	75%	74%	75%
Online auction items sold on first posting		95%	77%	90%

## **RISK MANAGEMENT**

### **SERVICES PROVIDED**

#### **Insurance Coverage**

Provide oversight for City's coverage and deductibles and determine the best value for insurance.

#### **Claims Management**

Process and administer third party and internal auto claims, liability claims, property insurance claims including bodily injury. Responsible for mitigating the City's exposure to loss and property damage.

#### **Workers' Compensation**

Ensures the City is in compliance with the Texas Workers' Compensation Act.

#### **Subrogation Management**

Ensure appropriate and proactive recovery efforts of damages not already covered by insurance carrier.

#### **Education and Training**

Provide meaningful education and training to employees to establish safe and consistent practices.

#### **Safety Committee**

Provide leadership and expertise for committee review and analysis of claims and safety issues, develop and implement loss prevention protocols. Provide safety data reports on a quarterly basis or as requested by committee.

### **SERVICE LEVEL STANDARDS**

- Evaluate the City's current limits of coverage and deductibles and recommend changes as necessary.
- Periodically perform industry surveys in the current marketplace to ensure best protection for dollar ratio.
- Coordinate with the Purchasing Department to make recommendations and verify vendor insurance coverage for contractual services.
- Submit annual insurance re-rate exposure summary to third party administrator for all coverage areas.

- Receive and monitor claims, disseminate information to City management and department directors, report and document trends and develop cost containment strategies.
- Act as liaison between claimant, City, and third party administration.

- Receive and monitor claims, disseminate information to City management and department directors, report and document trends, and develop cost containment strategies including a return to work program.

- Subrogation management involves documentation, investigation, correspondence, follow-up, and cost recovery.

- Develop user-friendly presence on employee Internet and City web site with answers to frequently asked questions and safety information.
- Coordinate with Human Resources to ensure employees are receiving safety training in key areas.

- Review recent accidents to determine if preventable, recommend disciplinary action if appropriate.
- Enhance interdepartmental relations through Safety Committee meetings.
- Discuss developing trends and ways to mitigate claims recurrence.
- Periodically review and make recommendations regarding safety manual improvements or revisions.

**CITY OF SUGAR LAND**  
**ADMINISTRATIVE & INTERNAL SERVICES**  
**RISK MANAGEMENT - 122001**

	FY 04/05 Actual	FY 05/06 Current Budget	FY 05/06 Projections	FY 06/07 Base Budget	Program Enhance- ments	FY 06/07 Budget
<b>EXPENDITURES</b>						
Personnel Services	\$ 26,711	\$ 58,875	\$ 58,854	\$ 62,570		\$ 62,570
Operations & Maintenance	9,311	8,176	7,906	22,444		22,444
Capital						
Insurance	391,677	410,900	417,526	410,900		410,900
<b>TOTAL EXPENDITURES</b>	<b>\$ 427,699</b>	<b>\$ 477,951</b>	<b>\$ 484,286</b>	<b>\$ 495,914</b>		<b>\$ 495,914</b>

	04/05 Budget	05/06 Budget	06/07 Budget
<b>STAFFING - FTE</b>			
Risk Coordinator	1	1	1
Total for Program	1	1	1

**KEY PERFORMANCE INDICATORS**

**Number of :**

	04/05 Actual	05/06 Budget	05/06 Projections	06/07 Budget
Workers Compensation claims processed	95	112	119	125
Lost time due to Workers Compensation injury	356	335	641	650
Workers Compensation claims per FTE		0.50	0.22	0.25
Lost time days per claim		6	5	5
Property claims processed	52	42	23	35
Liability claims processed	18	31	11	20
Auto accidents	53	40		

**Percent of:**

General liability claims proceeding to litigation	<20%	5%	<20%
Safety Committee recommendations implemented	75%	N/A	75%

**Net dollars incurred:**

Auto claims	\$ 53,241	\$ 25,000	\$ 179,516	\$ 150,000
Property claims	\$ 209,838	\$ 50,000	\$ 129,736	\$ 100,000
Liability claims	\$ 49,566	\$ 42,000	\$ 155,091	\$ 100,000
Workers Compensation claims	\$ 153,799	\$ 145,800	\$ 248,111	\$ 150,000

## **FLEET MAINTENANCE**

### **SERVICES PROVIDED**

#### **Basic Preventative Maintenance**

Maintain all City-owned vehicles and equipment to the level that provides optimum, reliable usage to extend the life of vehicles and equipment and requires minimum repair/maintenance downtime or cost.

#### **Component Replacement**

Provide minor in-house repairs such as replacement of water pumps, gaskets, fuel pumps, tires and brakes.

#### **Major Repairs**

Provide repairs such as engine overhauls and rebuilding of transmissions. Utilize outside vendors to provide services that cannot efficiently be provided in-house.

#### **Fleet Replacement**

Evaluate and recommend replacement of appropriate City-owned vehicles and equipment with the result of achieving adequate useful life while maintaining unit integrity. Perform work needed to place vehicles into service once received by the City.

#### **Vehicle Warranty and Recall Issues**

Work with various departments in scheduling vehicles with dealerships for service.

#### **State of Texas Vehicle Inspections**

Provide state inspection station for all appropriate City vehicles.

#### **Fuel Provisions**

Provide unleaded and diesel fuel to the City's fleet.

### **SERVICE LEVEL STANDARDS**

- Provide basic maintenance such as oil and filter changes, chassis lubrication, checking fluid levels and tire pressure in a timely manner with documentation.
- Ensure preventative maintenance is completed on all vehicles and equipment as scheduled.
- Ensure minor repairs and replacements are performed according to manufacturer's requirements and completed within time standards.
- Ensure service is performed within manufacturers requirements.
- Ensure fleet downtime less than target.
- Minimize the number of vehicles returned for duplicate repairs.
- Using a comprehensive check system based on specific criteria, determine which vehicles and/or equipment should be replaced in given fiscal year.
- Install equipment, radios and vehicle markings on emergency vehicles.
- Ensure dealerships perform required service per manufacturers standards and ensure minimum downtime for the vehicle.
- Schedule state inspections in a timely manner to avoid expired inspections.
- Ensure proper operation of fuel equipment, to provide for proper tracking and charging of fuel inventory to departments.
- Ensure sufficient fuel levels at all times, and arrange for emergency fuel supply in case of natural or man-made disaster response needs.

**CITY OF SUGAR LAND**  
**ADMINISTRATIVE & INTERNAL SERVICES**  
**FLEET MAINTENANCE - 122501**

	FY 04/05 Actual	FY 05/06 Current Budget	FY 05/06 Projections	FY 06/07 Base Budget	Program Enhance- ments	FY 06/07 Budget
<b>EXPENDITURES</b>						
Personnel Services	\$ 217,600	\$ 229,468	\$ 229,468	\$ 279,228		\$ 279,228
Operations & Maintenance	28,249	37,780	37,864	51,999		51,999
Capital	17,900			55,000		55,000
<b>TOTAL EXPENDITURES</b>	<b>\$ 263,748</b>	<b>\$ 267,248</b>	<b>\$ 267,332</b>	<b>\$ 386,227</b>		<b>\$ 386,227</b>

	04/05 Budget	05/06 Budget	06/07 Budget
<b>STAFFING - FTE</b>			
Fleet Supervisor	1	1	1
Fleet Services Clerk	1	1	1
Mechanic	2	2	3
Total for Program	4	4	5

**KEY PERFORMANCE INDICATORS**

**Number of :**

	04/05 Actual	05/06 Budget	05/06 Projections	06/07 Budget
Units maintained**	366	382	379	268
Customer complaints	25	30	31	30
Work orders performed	1,766	1,850	2,179	1,850

**Cost per:**

Unit maintained*	\$ 671.72	\$ 699.60	\$ 705.36	\$ 1,207.43
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**Percent of:**

Preventive maintenance completed as scheduled	98%	98%	99%	98%
Repairs completed in time standards	98%	97%	98%	97%
Fleet downtime	2%	<4%	2%	<3%
Customer complaints	1%	<2%	1%	<2%
Vehicles returned for duplicate repairs	0%	<2%	1%	<2%

\* Capital expenditures and non-recurring expenditures have been excluded from the calculation.

\*\* 'Units maintained' will only include rolling stock beginning in FY 06/07

## **BUILDING SUPPORT**

### **SERVICES PROVIDED**

#### **Repair/ Maintenance**

Maintain all appropriate City-owned facilities/sites in an effective manner befitting a professional status, utilizing the efficient use of energy/natural resources while ensuring compliance to ADA and all regulatory requirements.

#### **Service Related Items**

Provide for workstation modifications, move or transport various items, hang pictures, etc.

#### **Contract Maintenance**

Initiate, process, monitor and follow through completion of contracts or agreements for outsourced services.

#### **Mail Operations**

Pick up and deliver mail related items for all appropriate City facilities and the post office.

#### **Space Planning**

Develop and/or organize build out or modifications of existing facilities.

#### **Facility Security**

First contact in maintaining the City's access control and monitoring system.

### **SERVICE LEVEL STANDARDS**

- Complete routine building service requests such as air filter replacement, painting, light fixture, electrical, motor and plumbing repairs per policy.
- Complete preventive maintenance of facilities and equipment per manufacturer requirements and City standard operating procedure.
- Complete as per request and time standards.
- Oversee contracts such as custodial maintenance, lawn and landscaping services, and pest control for compliance with requirements and specifications.
- Coordinate daily activities to provide pick up and delivery of mail to all City facilities, process large mailings, operate various mail equipment, and coordinate with the United States Postal Service to achieve satisfied customers.
- Oversee and coordinate space allocation per individual needs and facility standards.
- Respond to any disruption or problem areas and diagnose.
- Work with vendor and Information Technology to maintain at operational standards.
- Review and implement needed modifications or expansions.

**CITY OF SUGAR LAND**  
**ADMINISTRATIVE & INTERNAL SERVICES**  
**BUILDING SUPPORT - 123001**

	FY 04/05	FY 05/06	FY 05/06	FY 06/07	Program	FY 06/07
	Actual	Current	Projections	Base	Enhance-ments	Budget
		Budget		Budget		
<b>EXPENDITURES</b>						
Personnel Services	\$ 279,458	\$ 345,856	\$ 345,856	\$ 434,075		\$ 434,075
Operations & Maintenance	990,634	1,435,135	1,435,967	1,550,005		1,550,005
Capital	33,750	37,613	37,613	30,800		30,800
<b>TOTAL EXPENDITURES</b>	<b>\$ 1,303,842</b>	<b>\$ 1,818,604</b>	<b>\$ 1,819,436</b>	<b>\$ 2,014,880</b>		<b>\$ 2,014,880</b>

	04/05	05/06	06/07
<b>STAFFING - FTE</b>	Budget	Budget	Budget
Building Services Supervisor	1	1	1
Building Services Technician	2	2	3
Facility Services Technician	1	1	1
Facility Operations Technician	1	1	1
Internal Service Manager	1	1	
Facilities & Internal Services Manager			1
Program Coordinator		1	1
Total for Program	6	7	8

**KEY PERFORMANCE INDICATORS**

**Number of:**

	04/05	05/06	05/06	06/07
	Actual	Budget	Projections	Budget
Customer complaints	24	30	46	30
Facilities maintained	45	46	58	58
New contracts managed	22	88	126	88
Square feet maintained*	506,235	578,235	425,882	425,900
Work orders completed		2,100	1,952	2,100

**Cost per:**

Square foot maintained**	\$ 2.51	\$ 3.08	\$ 4.05	\$ 4.54
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**Percent of:**

Routine work orders completed on time	94%	96%	87%	96%
Emergency work orders completed on time	99%	99%	98%	99%

\* Beginning with fiscal year 05/06 projections, equipment sheds and pumping facilities will not be included in this number.

\*\* Capital and non-recurring expenditures have been excluded from the calculations.